

VENDOR PERFORMANCE EVALUATION PROCEDURES

September 6, 2016

The Procurement Division will maintain control of Attorney General's Office access to the Comptroller of Public Accounts Web Application Portal, this document provides a suggested process flow. The Vendor Performance Tracking System (VPTS) provides the state procurement community with a comprehensive tool for evaluating vendor performance to reduce risk in the contract award process. The VPTS tracks exceptional, satisfactory and unsatisfactory vendor performance. Reporting of vendor performance is mandated by the Texas Government Code (TGC), §2262.055 and 34 Texas Administrative Code (TAC), §20.108. The requirement applies to purchases of \$25,000 or more from contracts administered by the CPA or any other purchase of \$25,000 or more made through delegated authority granted by CPA, purchases made pursuant to Government Code Chapter 10, Subtitle D, or purchases exempt from CPA procurement rules and procedures. Staff are encouraged to reference the State Purchasing Website at http://comptroller.texas.gov/procurement/prog/vendor_performance/ for guidance on completing the Vendor Performance Form.

TASK	STEP
EPRO sends an email to the Purchase Requisition owner to notify them that a Vendor Performance Evaluation is due. If no email is provided, the Vendor Performance Evaluation is due within 30 days of completion of the purchase or service.	The Purchase Requisition owner completes the Vendor Performance Evaluation Form OAG Vendor Performance Form v2 03-25-2016.docx utilizing guidelines from the State Purchasing website: http://comptroller.texas.gov/procurement/prog/vendor_performance/
Complete the Vendor Performance Evaluation Form	Within 10 business days of completion of the purchase or service, reference the contract file to determine performance history.
Vendor Meets Contract Requirements (the vendor met all terms and conditions of the contract, there are no documented issues or instances of exceptional performance)	Complete sections 2 and 3 of the Vendor Performance Form OAG Vendor Performance Form v2 03-25-2016.docx .
	Do not check boxes in the Delivery, Performance Issues, Resolution or Exceptional Performance sections.
	Sign the Vendor Performance Form
	Scan and email the Vendor Performance Form to the designated Contract Manager in the Contracts and Asset Management Division. Note: The designated Contract Manager is: Debbie.Symmes@TexasAttorneyGeneral.Gov
Performance issue is incidental (no pattern exists)	Complete sections 2 and 3 of the Vendor Performance Form OAG Vendor Performance Form v2 03-25-2016.docx
	Do not check boxes in the Delivery, Performance Issues, Resolution or Exceptional Performance sections.

TASK	STEP
	<p>Scan and email the Vendor Performance Form to the designated Contract Manager in the Contracts and Asset Management Division.</p> <p>Note: The designated Contract Manager is: Debbie.Symmes@TexasAttorneyGeneral.Gov</p>
Performance issues occur regularly. The issues are well documented in the contract file including corrective action plan, and issue resolution.	Reference the contract to determine the expectation for the vendor for the related requirement.
	Complete sections 2, 3, 4, 5, and 6 of the Vendor Performance Form OAG Vendor Performance Form v2 03-25-2016.docx
	Sign the Vendor Performance Form
	<p>Scan and email the Vendor Performance Form and all supporting documentation to the designated Contract Manager in the Contracts and Asset Management Division.</p> <p>Note: The designated Contract Manager is: Debbie.Symmes@TexasAttorneyGeneral.Gov</p>
Performance issues exist, supporting documentation is not available in the contract file.	Complete sections 2 and 3 of the Vendor Performance Form OAG Vendor Performance Form v2 03-25-2016.docx
	Do not check boxes in the Delivery, Performance Issues, Resolution or Exceptional Performance sections.
	Sign the Vendor Performance Form
	<p>Scan and email the Vendor Performance Form to the designated Contract Manager in the Contracts and Asset Management Division.</p> <p>Note: The designated Contract Manager is: Debbie.Symmes@TexasAttorneyGeneral.Gov</p>
<p>The vendor demonstrated exceptional performance. The exceptional performance is well documented in the contract file.</p> <p>(The vendor went above and beyond what was required in the contract requirements)</p>	Complete sections 2, 3, and 7 of the Vendor Performance Form OAG Vendor Performance Form v2 03-25-2016.docx
	Sign the Vendor Performance Form
	<p>Scan and email the Vendor Performance Form and all supporting documentation to the designated Contract Manager in the Contracts and Asset Management Division.</p> <p>Note: The designated Contract Manager is: Debbie.Symmes@TexasAttorneyGeneral.Gov</p>

TASK	STEP
<p>Review the Vendor Performance Form for completion and confirm that supporting documentation is attached.</p> <p>The Form is not completed correctly or supporting documentation is missing.</p>	<p>Return the Vendor Performance Form to the submitter for correction.</p>
<p>Review the Vendor Performance Report for completion.</p> <p>The Form is completed correctly and there are no performance issues or instances of exceptional performance.</p>	<p>The designated Contract Manager in the Contracts & Asset Management Division receives the Vendor Performance Form and reviews it for accuracy.</p>
	<p>Approve the Evaluation and submit it to the Comptroller of Public Accounts Web Application Portal and include the email address of the individual who submitted the Vendor Performance Form to the Contracts & Asset Management Division.</p>
	<p>The Comptroller of Public Accounts Web Application Portal will send a confirmation email to the Contracts & Asset Management Contract Manager, the vendor, and the division contact who completed the form for submission.</p>
	<p>The designated Contract Manager in the Contracts & Asset Management Division receives the Vendor Performance Form and reviews it for accuracy.</p>
	<p>Determine if the Vendor Performance Form requires escalation to General Counsel or Executive Management.</p>
<p>Vendor Performance Report requires consultation with General Counsel or Executive Management</p>	<p>Notify the submitter and forward the Vendor Performance Form and all supporting documentation as appropriate.</p>
	<p>General Counsel will review the Vendor Performance Form and respond to the Contracts & Asset Management Contract Manager as appropriate.</p>
	<p>The Contracts & Asset Management Contract Manager will proceed appropriately based on feedback from General Counsel or Executive Management.</p>
<p>Vendor Performance Report does not require consultation with General Counsel or Executive Management</p>	<p>Approve the Evaluation and submit it to the Comptroller of Public Accounts Web Application Portal and include the email address of the individual who submitted the Vendor Performance Form to the Contracts & Asset Management Division.</p>

TASK	STEP
	The Comptroller of Public Accounts Web Application Portal will send a confirmation email to the Contracts & Asset Management Contract Manager, the vendor, and the division contact who completed the form for submission.